



May 8, 2020

**CONFIDENTIAL**

Delivered by Email: [lm Mercer@sjcphs.org](mailto:lm Mercer@sjcphs.org)

SJC Public Health Services  
ATTN: Lory Mercer, Public Health Nurse/Perinatal Services Coordinator  
420 South Wilson Way  
Stockton, CA 95205

RE: Request For Information dated April 27, 2020

Dear Ms. Mercer,

This letter is in response to the SJC Public Health Services' request for information regarding protocols the Amazon Fulfillment Center located at 1555 N Chrisman Road, Tracy, California 95304 (the "Facility" or "OAK4") has taken in response to COVID-19.

Amazon is committed to providing a safe work environment to our employees (called "associates"), as the health and safety of our associates is our top priority. We identify opportunities to improve the work environment and revise our processes, procedures and equipment in the ordinary course of business. This is especially true now as new information about COVID-19 develops on a daily and sometimes hourly basis. We continuously monitor the recommendations from public health authorities such as the WHO, and the CDC and adapt promptly. We have made, and continue to make, numerous changes to our existing processes and procedures and have implemented new measures in our facilities to reduce the risk of COVID-19 exposure and transmission. Several of the safety precautions we have implemented are outlined below. We believe this information responds to the questions that you sent us on April 27, 2020. If you would like additional information about safety precautions we are taking or have any questions, please contact us.

**SOCIAL DISTANCING**

We have adjusted many of our practices at our facilities so that associates can maintain a safer distance from co-workers and visitors. Some examples of changes we have made include: installing additional time clocks and ensuring all time clocks are at least six-feet apart, allowing associates to clock in and out using their mobile devices, adding colorful markers in 6-foot increments on the ground in front of time clocks and other areas where associates may form a line, and eliminating stand-up meetings during shifts and instead sharing business-essential information on white boards near main areas, TVs, workstation screens and through conversations with managers or HR team members. We have also staggered shift start times and break times, spread out tables in the break rooms, extended breaks by five minutes, created additional breakrooms, and suspended exit screening to ensure ease of movement and reduce the number of associates in high-traffic areas. Additionally, we have changed how trainings are conducted so that we do not have large groups of associates gathering in one spot and we have paused hosting public guests in our buildings.

The following photos show examples of social distancing measures in place at our Facility:

***Examples of Social Distancing Markings***



***Example of Social Distancing Markings at the entrance***

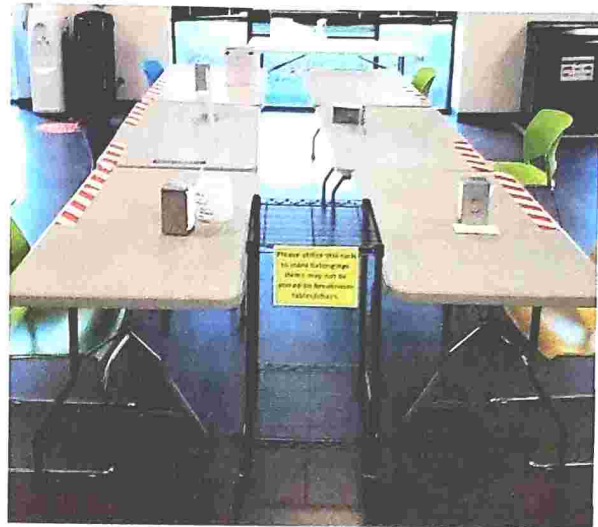
***Example of Social Distancing on a Stairway***



***Examples of Social Distancing in the Breakrooms***







*Examples of Social Distancing on the walkways*

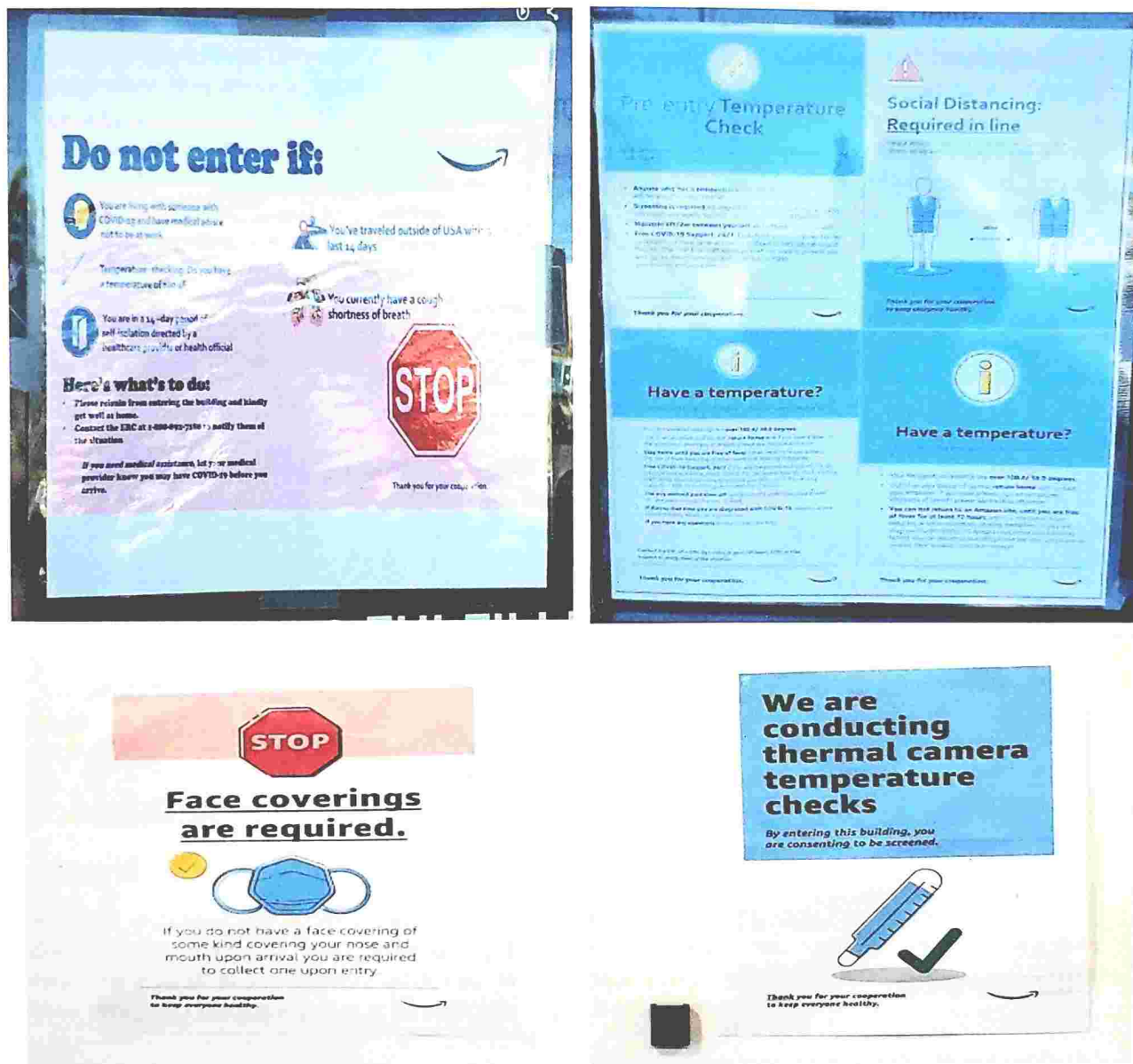


*Examples of Physical Barriers (plexiglass) at Workstations*



## WRITTEN PROTOCOLS

Amazon has created written protocols for the new measures taken at our facilities to reduce the spread of COVID-19. Additionally, informational posters and images regarding many of the facilities' protocols are displayed throughout the Facilities. Some examples of such posters at OAK4 are shown here:



#### ASSOCIATES WHO FEEL SICK OR ARE DIAGNOSED WITH COVID-19

If any associate feels unwell, they must stay home and call their healthcare provider. All Amazon associates diagnosed with COVID-19 or placed into quarantine will receive up to two weeks of additional paid time off, so they can get healthy without worrying about lost income.

We perform contact tracing for anyone who may have been in close contact with the diagnosed associate while at the site. If we identify anyone who was in close contact with the diagnosed associate, we contact



them and inform them of the diagnosis (keeping the name of the confirmed associate anonymous). We ask them to watch for symptoms and to seek medical attention if they experience any. We also inform them that they will not be able to return to work until 14 days after they last were in close contact with the diagnosed associate.

### **TEMPERATURE CHECKS**

We have implemented temperature checks in an effort to ensure that associates and support staff are healthy when they arrive at work. All individuals are subject to a thermal camera temperature screening prior to entering the Facility. If an elevated temperature is detected, the individual is required to complete a secondary temperature screening. Anyone registering a temperature over 38.0°C (100.4°F) or above (or a temperature above the specific Government or local Health Authority-mandated stricter temperature threshold) will be asked to return home. For those associates who Amazon knows have COVID-19, Amazon asks that they return only when they've satisfied CDC requirements.

*Example of the thermal screening and temperature check areas*



### **CLEANING**

We have increased the frequency and intensity of cleaning at all sites, including regular sanitization of door handles, handrails, touch screens, scanners, and other frequently touched areas. We are also requiring associates and delivery service partners to clean and disinfect their work stations. Associates have access to cleaning supplies at 80 sanitation stations located throughout the Facility.

Disinfectant wipes and hand sanitizer were standard in our facilities prior to the outbreak of COVID-19. As the country is currently experiencing shortages of these supplies, we are continuously identifying new sources of supply to ensure that such supplies continue to be available in our facilities.

### **PERSONAL PROTECTIVE EQUIPMENT**

PPE remains available to associates free of charge in vending machines throughout the Facility.

If any PPE is missing or supplies are low, associates are asked to immediately notify any member of leadership, HR, or the safety team who will provide them the needed PPE and ensure supplies are

replenished. Associates are trained at the start of employment and periodically throughout employment regarding when required PPE must be used, how to properly use it, and the importance of notifying Facility leadership of any issues related to PPE.

#### ***Example of a PPE Vending Machine***



#### **HANDWASHING**

Associates are required to wash their hands often with soap and water for at least 20 seconds, especially after using the bathroom, before eating, and after blowing their nose, coughing, or sneezing. If soap and water are not readily available, alcohol-based hand sanitizer is available. In addition to break times, associates are invited to log out of their system to wash their hands whenever they choose, which has no impact on their performance.

#### ***Example of a Hand Sanitizing Station***



#### **MASKS**

Amazon is providing disposable masks to Associates for use at the worksite and Amazon requires that everyone wears a face-covering over the nose and mouth. We have trained Associates on how to wear the masks and dispose of them properly. Associates are allowed to bring their own masks or face coverings so long as it does not create a safety hazard.

#### **AUDITS**

To ensure compliance with the new health and safety measures we have put into place, we are conducting daily audits of the measures. The audits include, but are not limited to, reviewing compliance with social distancing and housekeeping protocols and confirming sufficient inventory of cleaning and sanitation supplies.

Please note that Amazon considers the information and photographs contained in this response to be, and to contain, trade secrets and/or confidential, sensitive or proprietary information. Amazon specifically requests that you protect and handle such documents, information and photographs in accordance with all applicable regulations and guidelines concerning handling of trade secrets and confidential, sensitive and proprietary information.

If you have any further questions, please contact me at (619)920-3097 or [lybake@amazon.com](mailto:lybake@amazon.com).

Sincerely,

A handwritten signature in black ink, appearing to read "Lynn Baker". The signature is fluid and cursive, with the first name "Lynn" and last name "Baker" clearly distinguishable.

Lynn Baker  
Senior Regional Workplace Health & Safety Manager